4.4 Attendance Monitoring					
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Procedure owner: Principal / CEO

❖ This procedure is shared with our students and/or can be obtained:
  o on our website https://docklandsacademy.co.uk/policies-and-procedures,
  o on the desktops of all computers in the library on the top floor,
  o by emailing us at info@docklandsacademy.co.uk.

❖ Also, our students are informed about the main aspects of the procedure in the Student Handbooks, Induction Seminar and Learning Agreement.
❖ The procedure is reviewed and monitored on a regular basis for currency and fitness as part of our Annual 1.9 Policy and Procedures Review.

1. Introduction

This procedure is a response to the quality agendas and requirements presented by OfS, Pearson and USP as the collaborative partner. It is designed to ensure consistency in approach to attendance across the different programmes in the Academy. The Academy is committed to offering opportunities for the development of all students in ways that meet individual needs. One aspect of this is a commitment to improving retention and achievement through raising standards of attendance and punctuality. This procedure has been revised for 2020/21 Academic Year taking into account ongoing Covid-19 restrictions. Since the introduction of (online/on-site) blended learning is in action, physical attendance will no longer be the single method by which the Academy monitors the students' attendance.

2. Aim

This procedure aims to assist and encourage all students to take responsibility for their full and prompt attendance which will enhance their learning experience, develop their personal skills and promote retention, achievement and progression. Principles on which the procedure is based are as follows:

- Student attendance should be managed across the Academy.
- Targets for student attendance rates should be set and monitored across the Academy.
- Punctuality and full attendance should be a benchmark by which the quality of provision is judged.

- Every effort should be made to maximize punctuality and attendance.
- Retaining full and accurate student attendance records is essential.

3. Students' Entitlements

3.1 Students are entitled to the best opportunities to be successful in their studies. If a student's general attendance and punctuality give the Academy cause for concern and there is a worry that the student may not complete their studies successfully, the student will be contacted to discuss the problem.

3.2 An attempt will be made to identify any problems or difficulties and arrangements may be made for special help from the Head of Academic Administration. He will listen to any problems raised and will try to give the support and guidance needed.

3.3 All students are entitled to expect lessons start and end promptly. Staff will cover, or set appropriate work, wherever possible in the case of staff absence.

3.4 Every effort will be made to give advance warning of unavoidable changes in class schedules.

3.5 The Academy will try to ensure that no classes will be cancelled due to staff absence and will arrange for teacher substitution when necessary.

4. Students' Responsibilities

4.1 The Academy requires students to attend all classes punctually according to their signed Learning Agreement and course timetable. Students should not knowingly miss a class for anything other than illness or exceptional circumstances. It is not advisable to take holiday in term time.

- In the case of a planned absence (If students need to miss a class e.g., for a doctor's or dentist's appointment), they, or someone acting on their behalf should:
  - inform their administration/compliance department and/or also the lecturer who takes the class in advance and
  - obtain prior permission which is authenticated with an *Absence Authorization Notification Note* or Self-Certification communication (by means of a telephone call, email etc.) where medical note is not available for that moment from a hospital.
- In the case of an unplanned absence, they, or someone acting on their behalf should:
  - telephone the Academy reception desk before 9.15 am on the first day of an unplanned absence to provide an explanation.
  - Students will be asked for name, surname, programme they are enrolled, and for how long they expect to be absent,
- Following an absence lasting more than 4 consecutive sessions, they must provide a doctor`s note at their earliest available time.
- On return to the Academy, they need to:
  - attend a "return to Academy interview" with Head of Academic Administration for welfare monitoring,
  - make arrangements to catch up with any course work missed during absence with relevant lecturer.

4.2 Actions against Poor Attendance

4.2.1 Students may be denied access to classes if they are more than 15 minutes late, unless there are good reasons. The same rule applies for online sessions at distance learning. Students may be required to wait until the class lecturer signals the student may enter the

room (or online session on the platform used) at a point which does not disrupt learning for other students.

    4.2.2 Thereafter for any unauthorised attendance from the start of term the following procedures will be followed for each term:

HE Department
Warning 1: **> 10%** absence = 2 days (4 sessions / 12 hrs) from the start of term
Warning 2: **> 15**% absence = 3 days (6 sessions / 18 hrs) from the start of term
Final Warning: **> 20%** absence = 4 days (8 sessions / 24 hrs) from the start of term

EL Department
Warning 1: **> 10%** absence
Warning 2: **> 15**% absence
Final Warning: **> 20%** absence

    If a student's attendance is less than 90% without good reason, the Academy may give the student the first formal warning in writing. If the student's attendance falls below 85% without good reason, the student may receive a second warning letter. If the student's attendance falls below 80%, the student will receive a final written warning and the Academy may take the decision to withdraw or defer the student from the programme.

    4.2.3 Students must have a minimum attendance rate of 80% in order to meet the requirements of their courses. Failure to adhere to the attendance requirements, such as being absent without authorization and no communication for two weeks consecutively, may lead to failure in the course and may result in exclusion from the programme following formal interview at the discretion of the Academy.

    4.2.4 A student may be withdrawn due to inability to fulfill programme requirements including poor attendance, following formal interview at the discretion of the Academy.

    4.2.5 Additionally, international students expelled due to poor attendance will be reported to UKVI. We are required to inform the UKVI if you are frequently absent and do not provide a doctor's certificate or other acceptable reason. This may affect your visa status.

    4.2.6 We can only authorise absence from classes with a signed medical note or valid dated letters and/or appointment details in English Language.

    4.2.7 Under 18's absences (ELD)

- If for any reason a student under the age of 18 is absent, then the parent / guardian or project leader must inform the Academy no later than 9:15 am each day of absence.
- If the Academy is not informed by 10:00 am of the absence of a student under the age of 18, then the receptionist will aim to contact the listed emergency contacts listed in the students' file to obtain a reason for the absence.
- If the student is absent for 5 consecutive days or more, then it is expected that the Academy be provided with a written letter from the parent / guardian or project leader or a note from the GP.
- If a student is routinely absent without justifiable reason[s] and this becomes a growing concern, the Academy may consult with the Local Authority Designated Officer (LADO) and / or Social Services to seek further support.

4.3 You can receive a *Certificate of Attendance* only if you attend at least 90% of your classes; the certificate will confirm your level of study. The issuance of any certificate is subject to your compliance with these terms and conditions.

5. Teaching Staff Responsibilities

All members of teaching staff are required to:

- advise students of the Academy Attendance Procedure via student handbooks and during induction and classes.
- inform the Head of Admission if a student has been absent for any classes throughout a timetabled day.
- mark attendance, absence, and lateness in the register accurately (the Academy uses an electronic attendance system, but in case of failure uses the manual register).
- monitor and report individual and group attendance and punctuality for their classes.
- help to support students' return to the Academy, as appropriate.
- start and finish classes on time.

6. Administration is required to:

- investigate, collect evidence, and make the decision within Academy regulations regarding student requests for authorized leave and to liaise with the Head of Academic Administration on sign off for requests.
- ensure that the administration team is aware of all issues relating to individual student attendance.
- keep other teaching staff informed of issues and actions relating to a student's attendance and punctuality.
- monitor and report on students' attendance and punctuality, with the help of teaching teaching staff.
- refer unresolved issues concerning attendance and punctuality to the Head of Administration
- ensure that paperwork regarding student attendance is up-to-date and kept in the attendance file.
- monitoring the Academy's official email addresses regularly (info, assessment and individual staff email accounts that a student may use randomly) and communicating with relevant staff to make sure if any student emailed any evidence regarding their absence.

7. Management's Responsibilities

7.1 The Head of Academic Administration is responsible for ensuring that all staff is aware of this procedure and that students have been inducted into it and in addition will be responsible for setting annual targets for attendance rates across all Academy provision.

7.2 The Head of Academic Administration is also responsible for facilitating the production of regular timely and accurate attendance data and reports, to allow teaching staff to take prompt action for the benefit of students.

7.3 The Head of Academic Administration has overall responsibility for the implementation of this procedure across the Academy.

7.4 Lecturers are responsible for ensuring to collaboratively address the requirements of this procedure.

7.5 The teaching staff and administration team are responsible for meeting student entitlements.

8. Standards by which the success of this procedure can be evaluated

- annual KPI targets for attendance are met
- continually improving attendance and punctuality
- high levels of attendance and punctuality when measured against relevant benchmarks
- swift action taken where needed to support students with less than acceptable benchmarks for attendance and punctuality
- improved student success
- staff compliance with the procedure during quality audits
- positive feedback in self-assessment reports

9. Related Documents

9.1 Policies

- **2** Academic Management
- **4** Admissions
- **5** Student Support, Engagement and Learning Resources
- **7** Information

9.2 Procedures

- **1.5** Equal Opportunities
- **1.7** Data Protection
- **1.9** Review and Revision of Policies and Procedures
- **2.4** Appeals
- **2.5** Complaints
- **2.10** Special Circumstances Affecting Study
- **3.1** Expectations of Staff in Teaching Delivery
- **3.6** Internal Verification
- **3.9** Remote Learning
- **4.1** Student Enrolment and Selection

- **4.6** Student Induction
- **4.10** Refund of Tuition Fees and Compensation
- **4.12** Consent from Parents or Guardians
- **4.13** Transfers, Suspensions, Withdrawals, Closure and Change of HE Provision
- **5.1** Student Code of Conduct
- **5.3** Equality, Diversity and Special Needs
- **5.4** Student Engagement
- **7.1** Review and Sign off PI
- **7.4** HE Public Information

9.3 Student Terms and Conditions

9.4 External reference points:

- **Office for Students (OfS) Requirements and Guidance** at *Advice and guidance - Office for Students*
- **UK Quality Code Advice & Guidance – Admissions, Recruitment and Widening Access** at *https://www.qaa.ac.uk//en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access*
- **UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals** at *https://www.qaa.ac.uk//en/quality-code/advice-and-guidance/concerns-complaints-and-appeals*
- **Higher Education Code of Governance** (Committee of University Chairs, December 2014) at *https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf*
- **Association of Employment and Learning Providers (AELP) principles of Good Governance for Independent Training Providers** at *https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf*
- **OIA The Good Practice Framework: Handling Students Complaints and Academic Appeals** at

https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf

- **Competition and Markets Authority Guidance for HE Providers** at *https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers*
- **UKCISA Code of Ethics** at *https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics*
- **UK Visa & Immigration (UKVI) regulations** at *https://www.gov.uk/government/organisations/uk-visas-and-immigration*
- **Student Loans Company Regulations** at *https://www.gov.uk/government/organisations/student-loans-company*
- **Equality Act – 2010** at *https://www.legislation.gov.uk/ukpga/2010/15/contents*